

RULES OF USE

RIGHT OF USE

The Lapland University Consortium Library is comprised of the library units of the Arctic Centre, Lapland University of Applied Sciences and the University of Lapland. The library is open to everyone and serves Lapland in particular. Some of the material and services are intended only for the students and staff of the library's own university or educational institution.

Users are required to adhere to the library's service-specific rules and instructions.

LIBRARY CARD

To obtain a library card, users must present proof of identification. Under 15-year-olds must also obtain their guardian's signature. The library card is personal and its' owner is responsible for material loaned with it.

Users are required to notify the library of changes to their name or address and of the loss of their library card. A fee is charged for replacing a lost card.

LENDING

Detailed information about lending is given in the lending rules.

INTERLIBRARY LOAN SERVICE

If material needed by a user cannot be found in the Lapland University Consortium Library's own collections, the user may request a loan of the material from other libraries in Finland or abroad. The fee for interlibrary loan service is specified in the currently effective price list.

ELECTRONIC MATERIAL

On the basis of current license agreements, the students and staff of Lapland's HEIs have user rights only to databases and electronic material acquired by their own HEI. They are available through workstations connected to their HEI's intranet and elsewhere through remote login using their own organisation's passwords. Local users of the library may use electronic material acquired by the library using workstations in the library's facilities in accordance with relevant agreements.

The students and staff of Lappia Vocational College have access to electronic material acquired by their own college. The license agreements for electronic material specify the rules of use for all materials, which must be observed by the library and its users. User rights to electronic material allow the material to be read, saved and printed out within the limits specified in currently effective copyright law and user licences.

More information about the terms of using electronic material can be obtained from each HEI's Nelli portal and from the library's staff.

INFORMATION SERVICE AND INSTRUCTION

The library staff guides and advises in the information retrieval and in the use of databases and other e-material. A fee for wide information retrievals is specified in the price list.

The library staff provides instruction in information literacy, which is included in curricula, during different phases of students' studies and also arranges education for staff members. Library presentations and instruction in information retrieval can be arranged for outsiders for a fee specified in the price list.

LIBRARY PREMISES

The library opening hours of the library's various units are posted in the libraries and on their web pages.

The library has facilities for different purposes, e.g. group workrooms and reading rooms. Working peace must be guaranteed for other library users in rooms marked as quiet rooms. Some library units have reading rooms and workrooms that are accessible 24 hours by means of access permits. More information about 24-hour access is available in the library. The Library staff can ask a customer who behaves disruptively and disturbs library's operations to leave from library. A disruptive customer can be denied the library user rights for a short time or permanently.

CUSTOMER FEEDBACK AND PROPOSALS

Users may submit proposals and other feedback directly to the library or with on-line forms.

LENDING RULES

Updated 13.12.2013 by Library's management group

The Lapland University Consortium Library's collections are principally available to everyone. Users need a library card to loan material. A library card from any Finnish university or a student card accepted by the Lapland University Consortium Library is also acceptable as a library card at the Lapland University Consortium Library.

Proof of identification must be presented when picking up a card. Under 15-year-olds must also obtain their guardian's signature. The library card is personal and its' owner is responsible for material loaned with it. Users are required to notify the library of changes to their name or address and of the loss of their library card. A fee is charged for replacing a lost card.

CUSTOMER REGISTER

The library's customer register is only used to monitor loans. Each user provides his/her own information for the register. Register information is not released for any other use. Information concerning loans is deleted when the loans are returned.

LENDING

Lending periods vary for different collections. Some material may only be used in the library's reading room.

If material needed by a user is found in another library site, the library staff may be asked to order it.

The terms for using electronic material are given on the Nelli portal of each library unit or they can be obtained from the library staff.

Reminders of due dates, overdue notices and notices of arrival of reserved material are sent to users by e-mail or post. The library cannot guarantee the arrival of sent notices in all situations. Users are obligated to observe the due dates of loaned material.

Via the Juolukka database data contained in the customer register, the due dates of loaned material and current reservations. Users can renew loans and reserve material via the database.

Via the Juolukka database students and staff can request a loan in the National Repository Library's available material free of charge (customer's distance loan, UB loan, joint loan).

Other users are charged for this service. The fee for neglecting to pick up material is specified in the price list.

RENEWING

Users may renew loans self-service on-line via the Juolukka database or at the library's customer service desk, by phone or by e-mail.

Loans can be renewed via the Juolukka database 50 times if the material has not been reserved by someone else, and if the user's unpaid fees do not exceed the limit specified in the price list.

If self-service renewal via Juolukka is not successful, users should contact customer service. An interruption in use or a technical malfunction does not exempt users from payment of overdue fees.

RETURNING

Loaned material must be returned, or the loan must be renewed, by the due date. Loans with a loan period of less than seven (7) days, computers and other equipment must be returned to the site from which they were loaned. Material with a loan period of fourteen (14) days or longer and some magazines may be returned to any library unit of the Lapland University Consortium Library. Library staff will verify which magazines can be returned to any unit.

Users may also return loaned material by post at their own expense. Users are responsible for loaned material returned by post until the material has arrived at the library. Posted material should be sent by registered post.

When the library is closed, printed and audiovisual material may be returned to the library's return boxes.

Overnight loans must be returned the following morning no later than one hour after the library opens. Weekend loans must be returned on Monday no later than one hour after the library opens. As an exception are the University of Lapland's textbook reading room and overnight loans, textbook short loans and other reading room material. Textbook reading room and overnight loans (Lk ref) must be returned as soon as the library opens. Textbook short loans (Lk and TAID Lk) must be returned by the due date at 3 p.m. Other reading room material must be returned by the due date.

An overdue fee specified in the price list is collected for overdue material. Overdue fees only accumulate on library days, but not on Saturdays. The University of Lapland's textbook reading room and overnight loans (Lk ref) are an exception, in which overdue fees accumulate on every library hour.

Users are sent a reminder of the due date for loans with a loan period of over 7 days by e-mail three days before the due date, and for loans with a loan period of 7 days one day before the due date. The first overdue notice is sent for all loans on the first day after the due date. The second overdue notice is sent 10 days after the due date. Thereafter the user is sent an invoice for the loaned material, which includes a handling fee. If the loaned material is returned after the invoice is sent, the invoice becomes void but the handling fee and overdue fee must be paid.

Notices are sent by e-mail free of charge. Notices sent by post are charged according to the price list. Notices of overdue material are not sent on weekends or weekday holidays. Material must be returned in the same condition as it was when loaned. Library material may not be defaced, e.g. with writing or underlining. Users must pay compensation for damaged or lost material.

BAN ON LENDING

A ban on lending becomes effective if a user's unpaid fees exceed the limit specified in the price list or if his/her loans are overdue beyond the limit specified in the rules. A user who is banned from loaning may not loan or reserve material nor renew loans. The ban on lending may be removed if the user pays at least the fees that exceed said limit and either returns the overdue material or renews the loan of the overdue material.

A user may also be subjected to a temporary ban on lending if he/she neglects to observe the library's rules.

RESERVING

If material needed by a user is on loan, it can be reserved via the Juolukka database or by contacting customer service. Some material cannot be reserved.

A notice of arrival of reserved material is sent by e-mail free of charge. The charge for a notice sent by post is specified in the price list.

The library unit where reserved material will be picked up should be selected when reserving the material. More information about intercampus loans can be obtained from the library staff. Material is reserved for one week. The fee for neglecting to pick up reserved material is specified in the price list.

A user that does not need material he/she has reserved should notify the library as soon as possible.

COMPENSATION FOR MATERIAL

Users may compensate the library for lost or destroyed material by purchasing new material, paying for the material at the service desk or requesting an invoice for the material. The invoice includes the compensation sum specified in the price list and a handling fee.